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LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT (LFUCG)

Lexington-Fayette Urban County Government (LFUCG), Kentucky, Augments Water Quality Management with Accela Civic Platform

Lexington-Fayette Urban County is the second largest county in Kentucky and is located in the heart of Kentucky's Bluegrass Region. Gateway to the state's world-renowned equine and bourbon industries, the County anchors a metropolitan area of more than 450,000 people and is home to numerous corporate headquarters and universities.

Technology to improve compliance challenges

In 2010, the agency was faced with the need to improve the County's water quality management and to facilitate compliance with U.S. environmental regulations. At the time, they were tracking more than 16,500 records annually across 22 databases, which made monitoring and reporting in compliance with U.S. Environmental Protection Agency and Clean Water Act requirements a significant challenge.

Additionally, the agency was looking for a solution to manage activities related to inventory, inspection, repair and maintenance of sanitary and stormwater sewer systems. "We were trying to push for an enterprise-wide system to remove antiquated systems that were siloed," recalls Kevin Wente, Planning, Preservation, Development with Lexington-Fayette Urban County Government. "Having one system would be ideal. We would start with our division that oversees sanitary and stormwater and then expand to other divisions including engineering, building inspection, code enforcement and our planning group."

"With Asset Management, we can track all our assets. If we had a flood event, we would be able to track where we were having overflows so we can direct construction projects to those areas of greatest need. It has improved workflow. It has better enabled us to track areas of need for the sake of planning future construction and capital construction projects."

Kevin Wente, Planning, Preservation, Development

Population
450,000

Challenge
Siloed communication and workflow slowed projects, and numerous databases made complying with U.S. environmental regulations a challenge

Department
Division of Water Quality

Solution
Accela Asset Management, Accela Land Management, Accela GIS, Mobile Office

Results
Speed review, approval and tracking of construction projects

Build an easily accessible asset library and maintenance history

Comply with Environmental Protection Agency and Clean Water Act requirements

Improve communication across agency and with citizens and businesses

How Accela empowers Lexington-Fayette Urban County Government

The agency selected Accela Asset Management on the Civic Platform as a single point of access for data sharing and workflow. When deployed in 2011, the solution automated major aspects of the Division of Water Quality's operations, allowing them to more effectively:

- Review, approve and track construction projects
- Receive, investigate and prioritize requests for service
- Generate and assign work orders and reports and automate work scheduling
- Build an easily accessible asset library and maintenance history
- Regulate discharge of materials into water assets in order to prevent stormwater pollution

"With Asset Management, we can track all our assets," shares Kevin. "We started with the subsurface infrastructure, stormwater, sanitary, pump stations, air release valves. If we had a flood event, we would be able to track where we were having overflows so we can direct construction projects to those areas of greatest need. It has improved workflow. It has better enabled us to track areas of need for the sake of planning future construction and capital construction projects."

The future of citizen engagement

The second phase of the agency's implementation will include Electronic Document Review to speed the review and approval of plans. Developers will be able to submit plans online and will be able to review those online across numerous divisions, removing silos and improving workflow. Developers will have the opportunity to track exactly where they are in the process, flag issues and receive responses in a timely manner. The ultimate goal is to improve communication with businesses and citizens and enhance the flow of information within the agency.

"We want to be a twenty-four hour shop," says Kevin. "Regardless of time of day, if somebody needs to file a permit they can get online to do so. I think it's going to improve efficiencies and workflow immensely."

About Accela

At Accela, we believe that engagement makes all the difference. We're ushering in a new era where democracy thrives when government works directly with the people, coming to citizens on their terms through mobile devices, social media and networks, and open data. By streamlining critical agency functions like land, asset and right of way management, licensing, legislative management, recreation and resource management, citizen relationship management and environmental health and safety, the Accela Civic Platform bridges the gap between agencies and citizens. We help build better communities by powering thousands of services and millions of transactions daily for agencies of all sizes. Accela is headquartered in San Ramon, California, with offices in San Francisco, New York, Melbourne and Dubai.

Learn more

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